

**HONEYWELL  
OPERATIONAL  
INTELLIGENCE  
DEVICE  
SUPPORT  
MATRIX**

December 2023

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# ABOUT THIS GUIDE

## 1.1 SCOPE

This guide provides guidance regarding devices supported by the following Operational Intelligence modules:

- Basic
- Professional
- Enterprise

## 1.2 REVISION HISTORY

REVISION	DATE	DESCRIPTION
B	March 2020	Operational Intelligence Device Support Matrix_WP   02/2020
C	October 2020	Operational Intelligence Device Support Matrix   Rev C   10/20
D	March 2021	Operational Intelligence Device Support Matrix   Rev D   03/21
E	July 2021	Operational Intelligence Device Support Matrix   Rev E   07/21
F	November 2021	Operational Intelligence Device Support Matrix   Rev F   11/21
G	June 2022	Operational Intelligence Device Support Matrix   Rev G   06/22
H	November 2023	Operational Intelligence Device Support Matrix   Rev H   11/23

## 1.3 INTENDED AUDIENCE

This guide is primarily intended for Honeywell field personnel and customers.

# 1.4 DEVICE SUPPORT MATRIX

DEVICE TYPE	DEVICE FAMILY	DEVICE	SUPPORTED ASSET	BASIC DEVICE TELEMETRY DATA	EVENT LOG	SMART BATTERY	DROP DETECTION	WIFI/GPS LOCATIONING	BAD BATTERY ALERT/DEVICE RULE ENGINE	SECURITY SETTING ALERTS	REMOTE CONTROL	ON DEMAND TELEMETRY	REMOTE FILE EXPLORER	PROXIMITY DETECTION	REMOTE WIPE	CLEANING ALERTS	CHECKOUT/ IN-APP	DEVICE AUTO DISCOVERY	SOFTWARE/ CONFIG UPDATE	ENTERPRISE PROVISIONER	DEVICE FINDER		
HANDHELD COMPUTER	Mobility Edge™	CT40	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes		
		CT40 XP	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	
		CT45	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	
		CT45 XP	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	
		CT60	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	
		CK65	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	
		CN80	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	
		CN85	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	Yes	No	NA	Yes	Yes	Yes	
		CT30XP	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	
		CT47	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	NA	Yes	Yes	Yes	Yes	Yes	Yes	No	NA	Yes	Yes	Yes	
	CW45	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	NA	Yes	Yes	Yes	Yes	Yes	Yes	No	NA	Yes	Yes	Yes		
	EDA10A	Yes	Partial <sup>1</sup>	Yes	Partial <sup>1</sup>	No	Yes	Partial <sup>1</sup>	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Pending	
	ScanPat™	EDA51/K	Yes	Partial <sup>1</sup>	Yes	Partial <sup>1</sup>	No	Yes	Partial <sup>1</sup>	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	
		EDA52	Yes	Partial <sup>1</sup>	Yes	Partial <sup>1</sup>	No	Yes	Partial <sup>1</sup>	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	
		EDA61K	Yes	Partial <sup>1</sup>	Yes	Partial <sup>1</sup>	No	Yes	Partial <sup>1</sup>	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	
		EDA71G	Yes	Partial <sup>1</sup>	Yes	Partial <sup>1</sup>	No	Yes	Partial <sup>1</sup>	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	
		EDA5S	Yes	Partial <sup>1</sup>	Yes	Partial <sup>1</sup>	No	Yes	Partial <sup>1</sup>	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	
		EDA56	Yes	Partial <sup>1</sup>	Yes	Partial <sup>1</sup>	No	Yes	Partial <sup>1</sup>	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Pending
		EDA57	Yes	Partial <sup>1</sup>	Yes	Partial <sup>1</sup>	No	Yes	Partial <sup>1</sup>	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Pending
VM	Mobility Edge	VM1A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	Yes	No	NA	Yes	Yes	Yes		
		VM3A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	No	NA	Yes	Yes	Yes		
		RT10A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes		
PRINTER	Mobile Printer	RP2	Yes	Yes	Yes	Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA		
		RP4	Yes	Yes	Yes	Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		RL3E (Wi-Fi only) <sup>2</sup>	Yes	Yes	Yes	Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		RL4E (Wi-Fi only) <sup>2</sup>	Yes	Yes	Yes	Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		RP2F	Yes	Yes	Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		RP4F	Yes	Yes	Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
	Industrial Printer	PM43/C	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		PM42	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		PM45	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		PM45/C	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		PX4ie	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		PX240/S	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Partial <sup>3</sup>	Yes	NA	
		PX6ie	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		PX940A	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		PX940V	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		PM23/C	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		PX45	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA	
		PD43/C	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Partial <sup>6</sup>	Yes	NA	
		PD45/S	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Partial <sup>3</sup>	Yes	NA	
	PX65	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA		
	Desktop Printer	PC43T	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Partial <sup>6</sup>	Yes	NA	
		PC43D	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Partial <sup>6</sup>	Yes	NA	
		PC23D	Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Partial <sup>6</sup>	Yes	NA	
PC42T		Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Partial <sup>3</sup>	Yes	NA		
PC42D		Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Partial <sup>3</sup>	Yes	NA		
PC45D/T		Yes	Yes	Yes	NA	NA	NA	NA	NA	Yes	NA	NA	NA	NA	NA	NA	NA	Yes	Yes	Yes	NA		
SCANNER	Xenon	1900,1900hc,1900g,1900E,1950g,1950h,1952g	Yes <sup>4</sup>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Yes	NA	NA		
		1450g,1400g,1200,1250,1400g	Yes <sup>5</sup>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Yes	NA	NA		
	Mini Mobile Computer	8680i (Wi-Fi only)	Yes	Yes	Yes	Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Yes	NA	NA		
		8690i (Wi-Fi only)	Yes	Yes	Yes	Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Yes	NA	NA		

1. Battery does not provide full smart battery telemetry.  
 2. BT support in future release.  
 3. Software update is partial, FW update cannot be done on this device because of memory restrictions.

4. Qualified with 1900, Windows attached host device only.  
 5. Qualified with 1200, Windows attached host device only.  
 6. Firmware Update may fail from MR17 to latest due to FW file size increase.

## 1.5 CHECK OUT / CHECK IN SUPPORT VERIFICATION

DEVICE	ANDROID 8	ANDROID 9	ANDROID 10	ANDROID 11
CT60	SUPPORTED	SUPPORTED	SUPPORTED	NA
CT40	SUPPORTED	SUPPORTED	SUPPORTED	NA
CN80	SUPPORTED	SUPPORTED	SUPPORTED	NA
CK65	SUPPORTED	SUPPORTED	SUPPORTED	NA
CT45XP	NA	NA	NA	SUPPORTED
CT40XP	NA	SUPPORTED	SUPPORTED	NA
CT60XP	NA	SUPPORTED	SUPPORTED	NA
RT10A	SUPPORTED	SUPPORTED	NA	NA
EDA51	SUPPORTED	NA	SUPPORTED	NA
CN85	NA	NA	NA	NA
CT45	NA	NA	NA	NA
VW1A	NA	NA	NA	NA
VW3A	NA	NA	NA	NA
EDA61K	NA	NA	NA	NA
EDA51K	NA	NA	NA	NA
EDA71G	NA	NA	NA	NA
EDA52	NA	NA	NA	NA
EDA5S	NA	NA	NA	NA

\*N/A means Android OS may not be available and/or verification has not been done.

# ADDENDUM

DEVICE TYPE	SOFTWARE/CONFIG UPDATE DEFINITION		SOFTWARE AVAILABILITY
Mobile Computer	<ol style="list-style-type: none"> <li>MR download</li> <li>Incremental download</li> <li>APK download</li> <li>SSClient Ddownload</li> <li>CommonES download</li> </ol>	<ol style="list-style-type: none"> <li>Config update</li> <li>Updates using Enterprise</li> <li>Provisioner Provisioner tasks</li> <li>DCP file (Roadmap)</li> </ol>	<b>SSClient Agent:</b> In the OpIntel SW Update tab.
Mobile Printer	<ol style="list-style-type: none"> <li>Firmware update</li> <li>Config update</li> <li>Font update</li> </ol>	<ol style="list-style-type: none"> <li>Image update</li> <li>Stored Label update (November 2020 release)</li> </ol>	<p><b>Mobile Printer Firmware:</b> Refer to Honeywell Software FTP site.</p> <p><b>Note:</b> Latest version of firmware available with Bad Dot count telemetry support.</p> <p><b>HCC:</b> Refer to Honeywell Software FTP site.</p> <p>Latest firmware with device discovery support.</p>
Industrial and Desktop Printer	<ol style="list-style-type: none"> <li>Firmware update</li> <li>Config update</li> <li>Font</li> <li>Image</li> <li>Label Format</li> </ol>	<ol style="list-style-type: none"> <li>Bundle Support</li> <li>Web forms</li> <li>Smart Apps</li> <li>Fingerprint Apps</li> </ol>	<p><b>Printer Firmware:</b> Refer to Honeywell Software FTP site.</p> <p><b>Note:</b> Latest version of firmware available with Printer Alerts support and ability to configure alerts from OpIntel portal.</p> <p><b>HCC:</b> Refer to Honeywell Software FTP site.</p> <p>Latest firmware available with device discovery support.</p>
Scanner: Voyager and Xenon	<ol style="list-style-type: none"> <li>Firmware update</li> <li>Config update</li> </ol>	<ol style="list-style-type: none"> <li>Plugins update (Xenon yes, Voyager no)</li> </ol>	<p><b>Scanner Firmware:</b> Refer to Honeywell Software FTP site.</p> <p><b>Scanner Agent:</b> Refer to Honeywell Software FTP site.</p> <p><b>HCC:</b> Refer to Honeywell Software FTP site.</p>
Scanner: Mini Mobile Computer (8680i)	<ol style="list-style-type: none"> <li>Firmware update</li> <li>Config update</li> </ol>	<ol style="list-style-type: none"> <li>Plugins update</li> </ol>	<p><b>Scanner Firmware:</b></p> <p>Refer to Honeywell Software FTP site.</p> <p><b>HCC:</b> Refer to Honeywell Software FTP site.</p>

**For more information**

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**Honeywell Safety and  
Productivity Solutions**

855 S Mint St  
Charlotte, NC 28202  
800-582-4263  
[www.honeywell.com](http://www.honeywell.com)

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